

Center for University Learning

For Faculty & Staff

Newsletter

T Training L Learning C Connecting

Promoting professional and personal development opportunities.

Volume 4, Issue 1 March 2008



Do you want to be part of the esteemed few chosen to participate in the Excel program? **Now** is the time to submit your application for the 2008 class!

See page 3 for further details on how to apply for **Excel 2008!**

Learn more about our services inside this issue

- CUL Welcomes New Trainer.....2
- Shining Star Awards2
- Governor Awards KSU with Customer Service Awards (cont.)3
- Coming Soon - Excel 20083
- Upcoming Courses4
- CARA Conference: Healthy Aging.....4
- PEACE Conference5
- Resource Library Information5
- Safe Space Workshops.....6
- Suggested Book of the Quarter6
- CUL Graduates Second Ethical Leadership Certificate Class6

Governor awards three Customer Service Awards to Kennesaw State University

On Tuesday, January 29, 2008, Governor Perdue awarded three customer service honors to Kennesaw State University.

Systematic Approach to Improving Customer Service:
Top Customer Service Team:
Top Individual Honor:

Kennesaw State University
Office of Student Financial Aid
Customer Service Champion, Linda Lyons

KSU honorees were among 45 teams and individuals selected to receive the first "Team Georgia Customer Recognition Program" awards. Perdue launched the program last year to recognize state agencies and their employees for promoting excellence by providing faster, friendlier and easier services to their constituents.

In 2007, Kennesaw State University received numerous recognition awards for improving work processes that met, and often exceeded customer satisfaction, using the Lean Six Sigma methodology.



Graduates of the LEAN Six Sigma Training Program - Fall 2007

The Center for University Learning is once again offering the **Process Improvement and Introduction to Lean Six Sigma workshop** that will provide a basic overview to class participants on Six Sigma methodologies and to assist in facilitating a potential performance improvement project.

The tools covered will include process mapping, Six Sigma, measurement, surveying customers, descriptive statistics, continuous improvement, and an overview of the Malcolm Baldrige Performance Excellence Criteria. The statewide Customer Service initiative as it pertains to the University System of Georgia will be reviewed and learners will better understand how to support this initiative within their specific service unit. Information and success stories will be shared from participants from last year's training program. This is an all-day introduction workshop from 9am-4pm held on March 13, 2008. (continued on page 3)

Mission Statement:

The Center for University Learning exists to instill and inspire the culture of learning throughout the organization by providing quality training and learning initiatives that promote and encourage professional, personal and leadership development for KSU faculty and staff.



CUL Welcomes New Trainer, Lorraine Starks-Gamble



Lorraine Starks-Gamble joined the Center for University Learning staff on March 3, 2008 in the new position of Senior Training Specialist. Lorraine initially joined Kennesaw State on January 23, 2007 as a Program Coordinator for the Master in Public Administration program.

She has a strong background in IT having worked in the field for over

17 years, which included 6 years as a Senior Training Consultant for 3M and St. Paul Travelers Insurance Company. Lorraine has developed training that led to numerous recognitions and awards. She also has a specialty in developing webbased training as well as on-line learning.

Her previous higher education experience includes working for the University of Minnesota and Southern Polytechnic State University. She received her Six Sigma Black Belt from Southern Polytechnic State and is currently working on her Project Management Professional (PMP) certification. She received an MA in Public Administration from Hamline University, St. Paul, MN in the Spring of 1994.

Lorraine assisted the Center in the Fall of 07 with our Lean Six Sigma workshop. Her assigned team's project was acknowledged by Chancellor Davis with the Customer Service Silver Award in Process Improvement. With her wealth of knowledge and experience, we are confident that Lorraine will be a great contributor in assisting the Center in moving forward with our charge and will be a valuable addition to our team.

Shining Star Customer Service Recognition Program



The Shining STAR (*Striving To Achieve Results*) Award is given to those employees who give **"that little bit extra"** in their work performance as well as acknowledge all those individuals who have demonstrated outstanding customer service. The following is a list of our award winners and nominees.

Congratulations!

October Winners:

Cathy Bradford, Don Humphrey, Emily Wells

November Winners:

Junaid Bhatti, Rachel Blase, Susan Barclay

December Winners:

KSU Bookstore Staff

January Winners:

Donna Adams, Jim Bolt, Beth Krug

Other nominees for the quarter

Terry Echols

Tisha McCalla

Roger Frankum

Jim Wright

Sarah Brooks

William Traywick

Gabrielle Smith

Susan Barclay

Rachel Blase

Melissa Sullivan

April Thompson

Fred Mason

Casey Robinson

Amy Phillips

Faith Donahue

Sarah Johnson

Sharon Cheser

Chad Chandler

Kelli Maloney

Donna Hutcheson

Nora Felde

Stephanie Hanke

Marsha Calhoun

Elaine Helm

Remember, nominations from peers is not only acceptable but encouraged.

If you have experienced **"Shining Star"** customer service, and would like to nominate a KSU employee, complete the nomination form at: www.kennesaw.edu/shiningstar

Governor awards three Customer Service Awards to Kennesaw State University (Continued fom front page)

Also offered this semester is **Skills for Delivering Quality Customer Service**. This workshop provides information, tools and skill building to make the process of delivering and supervising great customer service easier. The course focuses on best practices in giving customer service, managing customer service gaps via service recovery techniques, and helping staff provide the best service to all internal and external KSU customers. This course offers an engaging, practical approach for participants who are new to customer service and is an excellent refresher for more experienced participants. This class meets on Tuesday, March 25, 2008 from 9am-12pm.



Additional Customer Service training Programs that the Center for University Learning conducts to enhance skill development in customer service behaviors include telephone techniques, how to handle difficult

situations and behaviors and conflict resolution.

To register for these courses, please visit **ComputerTrain**. For instructions on how to use ComputerTrain please access our **instructions page**.

Excel 2008 - Coming Soon!



Excel 2008 is scheduled for **May 19th through May 23rd**. The purpose of the EXCEL Program is to provide an opportunity for you to achieve lifelong learning, skills development, and to fellowship with newfound friends and colleagues at KSU. It also bands together both Faculty and Staff in a

learning experience that will give each participant a sense of value to their leadership roles on campus and how everyone, regardless of their specific role, is a major factor to the success of Kennesaw State University.



Who is eligible for EXCEL 2008? You are!

All full-time employees of the university who have been employed a minimum of six months and faculty and/or administrative faculty members in their first to fifth years of service are encouraged to apply for this program. The deadline for applications is **Monday, April 28, 2008 at 5:00p.m.** For further information, point your browser to www.kennesaw.edu/excel or call the Center for University Learning at ext. 3450.

Upcoming Courses at the Center

Mar	Course Name	Time	Instructor	Room
6	Kick Back and Relax: Stress Reduction Techniques	10am-12pm	Rhonda Perry	Wellness Ctr 130
12	Setting Realistic and Measurable Goals	9am-12pm	Dee Grindell	KSU Center 174
13	Career Assessment	10am-12pm	Lynn Boettler	Wellness Ctr 130
13	Process Improvement and Introduction to Six Sigma	9am-4pm	Dr. Victor Kane	KSU Center 174
19	P-Card Policies and Procedures	1pm-4pm	Julie Peterson	KSU Center 174
20	Fundamentals of Budgets	1pm-4pm	Michelle McGinty	KSU Center 174
20	American Red Cross Adult CPR Certification PART I	10am-12pm	Wellness Staff	KSU Center 174
25	Skills for Delivering Quality Customer Service	9am-12pm	Dee Grindell	KSU Center 174
26	P-Card Policies and Procedures	9am-12pm	Julie Peterson	KSU Center 174
27	Dealing with Difficult People	9am-12pm	Channa Threat	KSU Center 182
27	American Red Cross Adult CPR Certification PART II	10am-12pm	Wellness Staff	KSU Center 174

Apr	Course Name	Time	Instructor	Room
2	The Mortgage Mess: Are you in it? How to Stay out of it!	12pm-1pm	Ray Quinn	Leadership Room
8	Getting It Paid	1pm-4pm	Karen Gardner	KSU Center 174
9	Creating Productive Conversations: Enhancing your Negotiation Skills	9am-12pm	Linda Johnston	KSU Center 174
10	P-Card Policies and Procedures	9am-12pm	Julie Peterson	KSU Center 174
10	Buying Right	1pm-4pm	Donna Bertrand	KSU Center 174
16	Contract Review Training	9am-12pm	Dr. Flora Devine	KSU Center 174
22	Dreamweaver for Your Job	9am-12pm	Chris Ward	KSU Center 204
24	Dreamweaver for Your Job	9am-12pm	Chris Ward	KSU Center 204
24	P-Card Policies and Procedures	1pm-4pm	Julie Peterson	KSU Center 174



Consortium on Active Retirement and Aging (CARA) presents:

Healthy Aging: The Importance of Physical, Mental and Cognitive Functioning
April 22, 2008 at 9:30AM - 2:30PM
KSU Center, Room 400

The focus of this conference will include a holistic approach to healthy aging. Research has shown that healthy lifestyles are more influential than genetic factors in helping older people avoid the deterioration traditionally associated with aging (CDC, 2002). The topics for the program include:

Lifestyles of the Fit and Functional
 Letia A. Boseman, MPH

Is Your Rainbow Shades of Blue?
 Lisa A. McGuire, PhD

Words of Wisdom
 Kristine L. Day, MPH

Course # 083PHLC5864A
 Non-Members \$75, **KSU Employees \$35**
 to register go to:

www.kennesaw.edu/ConEd

Members No Charge, to register call
 770-423-6765 or 1-800-869-1151

KENNESAW STATE UNIVERSITY

WAGING PEACE AGAINST MODERN DAY SLAVERY FOURTH ANNUAL STUDENT LEADERSHIP TRAINING FOR PEACE

Friday, April 4, 2008 • 8:30am to 4:00pm
Kennesaw State University • Social Sciences Auditorium

Including workshops and panel discussions on:

- *What is Modern Day Slavery?*
- *Applying Research Skills*
- *Domestic Servitude and Sexual Exploitation of Children*
- *Conflicts Around Trafficking: An Atlanta Focus*
- *Sweatshops and Consumer Awareness*
- *US and International Trafficking*
- *Engaging in Modern Abolitionist Movement*



Registration fees: Students \$15, KSU Alumni \$20, All Others \$25
<http://www.kennesaw.edu/diversity/peace2008.html>



For more information, contact us at 770-499-3562 or globaldiversity@kennesaw.edu

CUL Resource Library

A learn-it-yourself kind of place for KSU faculty and staff



OK, so maybe your schedule doesn't allow you to take advantage of some of the classes available through the Center for University Learning. Or, maybe you're one of those folks who prefers to learn independently. The Center for University Learning's resource library is saturated with materials for independent learners. Whether you're a front-line staffer brushing up on customer service strategies, a manager trying to polish your leadership skills, a faculty member exploring your teaching style, or you're just an individual looking to improve your interpersonal skills, the Center for University Learning's resource library is sure to have something to arouse your interest. And if we don't have it, please let us know and we'll make every effort to make it available to you.

Books, Videos, Audiotapes, Computers and More!

Staff and faculty are welcome to use the resources in the library or may check them out. Just show us your employee ID, and we'll let you sign-out materials for a couple of weeks; there is no charge. Please stop by the Center for details.

**The Center's resource library is located
in the KSU Center, room 176.
Open Monday – Friday 8:00 a.m. – 5:00 p.m.**

The Resource Library is also available for meetings, small lectures, and receptions. To reserve the library for your next event, please contact our office at ext. 3450.

KSU Safe Space

The KSU Safe Space Initiative is a campus-wide initiative that offers a visible message of inclusion, acceptance, and support to lesbian, gay, bisexual, and transgender individuals. The goal of the Safe Space Initiative at KSU is to identify and educate individuals who will affirm and support all persons regardless of sexual orientation and gender identity/expression. Displaying the Safe Space logo sends a message to students, faculty and staff that the person posting this logo supports the equal treatment of gay, lesbian, bisexual and transgender persons. KSU faculty and staff can acquire a Safe Space sticker by attending one of the scheduled Safe Space orientations. Please RSVP via email to tjoyce@kennesaw.edu.

Monday, March 24, 2008

12:30 p.m.- 2:00 p.m.

KH 1203 (*light lunch provided*)

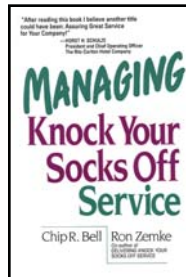
Monday, April 14, 2008

3:30 p.m.- 5:00 p.m.

CETL House (*refreshments served*)

CETL also has various upcoming Book Clubs and Interest Meetings, please visit their website at www.kennesaw.edu/cetl for more information

Suggested Book of the Quarter



Managing Knock Your Socks Off Service is a must have book for anyone wanting to improve customer service in their area of work. This text provides you with up-to-the-minute advice on how you can create world-class service both in your operations and through your staff while working with internal and external customers be it face-to-face, on the phone, or via email. This book gives readers practical, proven ways to:

- * find and retain service-oriented people
- * get to know customers intimately
- * build a service vision
- * train and coach
- * create and maintain a service management process that aligns people, systems, and customers
- * involve and empower employees
- * recognize and reward good performance.

Filled with examples from service standard-setters such as Fed-Ex, QVC, and others, *Managing Knock Your Socks Off Service* shows you how to create great service on a day-to-day, real-time, every-time basis.

The CUL's Resource Library also offers computer access, training videos, books, the Chronicle for Higher Education and much more!

Come visit the Center and see for yourself!

The Resource Library is located at the KSU Center, Room 176. All materials are available to enjoy at the Resource Library or to check out for your convenience.

Hours of operation are 8am-5pm - Monday through Friday.

CUL Graduates Second ELC Class

On Friday, December 14, 2007, The Center for University Learning graduated its second class from the Ethical Leadership Certificate (ELC) Program. The Ethical Leadership Certificate Program is a multi-tiered leadership development program endorsed by the Siegel Institute for Leadership, Ethics & Character and managed by The Center for University Learning. This non-credit, certificate program consists of 36, two-hour competency based modules divided into three levels addressing several areas/issues in leadership development and ethical character building skills.



Class of 2008 pictured with Dr. Lynn Black, Dr. Deborah Roebuck, and Linda Lyons

Congratulations to the following 2008 graduates!

Lillie Barber	Sandra Barclay	Gail Carlson
Lynne Hagan	Silva Ianeva	Tisha McCalla
Molly Mendenhall	Catherine Odera	Cynthia Parkins
Nicole Phillips	Melinda Ross	

For more information on the ELC Program, please visit our website at www.kennesaw.edu/elc or call our office at ext. 3450. Please note: further information on how to apply for the next ELC Class will be disseminated to the campus in May and will also be available in our Summer newsletter.